

For Commission Use Only:

Case:

08-0537

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint):

Robert A Harper

Against (Utility name):

Common Wealth Edison Company

As to (Reason for complaint)

Faulty Charged Mixed Meters

in Country Club Hills Illinois.

CHIEF CLERK'S OFFICE

2008 SEP 16 A 9:26

ILLINOIS
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

4818 Sligo way, Country Club Hills, IL 60478

The service address that I am complaining about is

4818 Sligo way, Country Club Hills, IL 60478

My home telephone is

(708) 922-3578

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(708) 473-9036

My e-mail address is

THARPER@CountryClubHills.org

I Harper@Country Club Hills.org

I will accept documents by electronic means (e-mail) ☒ Yes

☐ No

(Full name of utility company)

Common Wealth Edison Company

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

2008-15605

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes

☐ No

Has your complaint filed with that office been closed?

☒ Yes

☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

I moved into our my newly Built Home 1-05, my Bill started out very high. Calling ComEd. Every month Dispute our Bill and they (ComEd) Replied they were sending someone out to check the situation out with the meters. ComEd Replied Each time there was no problems and everything was correct. After 3 1/2 yrs. of paying all these high bills and over bills on time every month, No they discovered the mixed meter, I call every Day for the first 5 months to state something was wrong and it was dismissed. Now The meters Have Been wrong ever since for 3 1/2 yrs.

Please clearly state what you want the Commission to do in this case:

Correct the Problem and Release us From this past Amounts

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 9-15-08
(Month, day, year)

Complainant's Signature: Robert A. Hager

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Robert A. Hager, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Robert A. Hager
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 9/15/08

Ovie Y Thrower
Signature, Notary Public, Illinois

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Sept. 15, 2008 (2nd attempt)

I have been in contact with Com Ed since day one explaining that there was a problem with our meters. Com Ed assured us that after sending several reps. Nothing was wrong with our meters. It appears that no one must have ever come out to investigate, because if so the switched meters would have been detected way before 3 ½ years later. I have never had a problem paying my utility bills and sent them out ahead of time. Not to mention the problems that we had with billing the first 5 months of the service.

I have spoken with a number of Com Ed representatives up and including district managers. It is very disappointing when you have someone tell you and I quote "I would be upset to and would not pay, it is not your fault it is ours. But someone one has to pay and it is not going to be Com Ed." End of quote.

I am asking that someone please help me with this situation.

Sincerely,

Robert A. Harper
708-922-3578 home
708-473-9036 cell